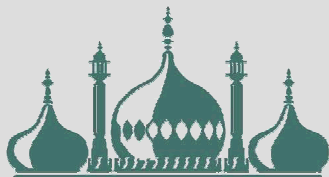


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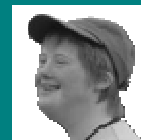
Housing & City Support Race Equality Scheme 2002-2005:

a summary of our progress

**Equalities Forum
13 June 2005**

Housing & City Support

- **Housing & City Support is responsible for key services providing housing, care, and support for local residents to enable them to live as full and independent lives as possible**
- **In addition, the department manages life event services such as the registration of births, deaths, and marriages and the “Pink Wedding” Civil Partnerships list**
- **4 Divisions:**
 - **Housing Strategy**
 - **Housing Management**
 - **Adult Social Care**
 - **Customer Services**



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Equality Impact Assessments

- **Equality Impact Assessments (EQIA) are the principle means for ensuring we meet our Equalities objectives as a service provider**
- **EQIA carried out on all of our services between 2002 and 2005:**
 - **Gathering data and feedback from consultations on race and other equality issues for each policy and service**
 - **Identifying how policies and services have an impact on different groups**
 - **Identifying actions which must be taken to ensure that these impacts do not discriminate unfairly against certain groups**
 - **Ensuring that these actions are implemented**



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Identifying the Issues

- **We found out about the equalities issues affecting our customers and services by consulting with staff and local residents**
- **Both the consultation event, and our staff highlighted the same three key areas that were in need of improvement:**
 - improved and easier access to translation and interpreting services
 - improved equalities training, especially around cultural awareness
 - improved information on communities of interest to improve consultation
- **Additional issues were raised particular to specific services**



Equal to the Challenge 2004



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Adult Social Care

What have we done?

- **Key action taken to address issues raised:**

- All services now have “Welcome” posters in a number of languages
- Assessment forms now have specific questions to identify cultural needs
- All services have access to interpreting and translation services, and are committed to ensuring these are utilised effectively
- Community Meals Service (Meals on Wheels) now provides a range of meals, for example Kosher and Halal



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Adult Social Care

What else are we doing?



■ Developing work:

- Direct Payments will enable individuals with assessed needs to employ people from their own community to provide their care
- Beginning consultation with the Communities of Interest Network to ensure residents are aware of our services and feel able to comment
- A Resource Pack is being developed to identify services within the independent sector available to communities of interest

- Adult Social Care has a strong commitment to improving equalities throughout our work, ensuring that we meet the diverse needs of the residents of Brighton and Hove

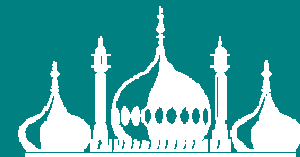
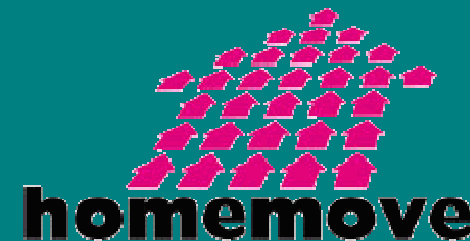


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Housing Strategy

What have we done?

- **Key action taken to address the issues raised:**
 - Majority of staff have attended equalities training over the last year and additional training on the needs of specific groups, such as asylum seekers & refugees has been provided to relevant teams
 - “homemove” - a new Choice Based Lettings system has just gone live. Replaces the traditional points based allocations system
 - Specific work is being done to ensure “homemove” is easy to use, and that vulnerable residents are supported to enable them to access the service



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Housing Strategy

What else are we doing?



■ Developing work:

- As part of the Housing Needs Survey 2005 we are carrying out additional detailed interviews with members of specific communities who are often underrepresented
- We are also looking at ways to develop a programme of cultural awareness training for staff
- Our key applications forms are being redesigned to increase the range of available languages and make them more accessible

- We recognise that our equalities work is an evolving process that will be further strengthened through 2005 and beyond

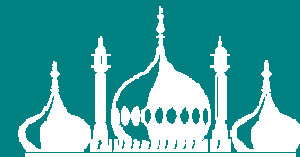


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Customer Services

What have we done?

- **Key action taken to address the issues raised:**
 - making sure that we have information most often requested available in different languages
 - making the information we provide easier to understand
 - piloting flexible working options that support diverse recruitment
 - developed a strategy for promoting benefit take-up amongst local residents over the next 2 years



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Customer Services

What else are we doing?

- **Developing work:**
 - From 5 December 2005, civil partnership ceremonies will become legal, giving same sex couples who register the same rights as married heterosexual couples
 - By the April 2006, every member of Customer Services will have been fully trained in basic equalities awareness, including racial, cultural and faith awareness
- **We want this equalities review to mean that our services are making positive and long lasting changes for our customers, providing a foundation that can be built upon in future years**

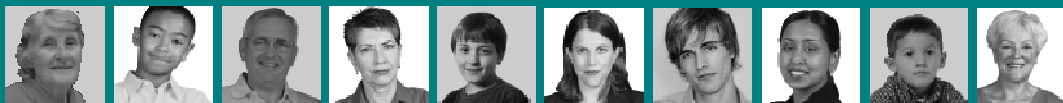


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Housing Management

What have we done?

- **Key action taken to address the issues raised:**
 - All permanent full-time staff have undertaken Equalities training
 - Pilot exercise in Repairs to monitor level of translations required
 - More than 80% of residents now covered by a residents association
 - The Tenant Compact group is developing a Positive Action Programme for BME participation



Housing Management

What else are we doing?

- **Developing work:**

- **Community Participation Officers are to work with The Tenants' Disability Network to look at service provision for disabled tenants**
- **Tenant Census 2005 will have specific questions around equalities that will enable us to monitor services more effectively in future**

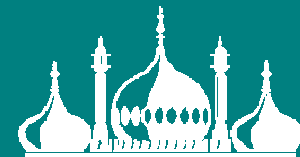
- **We will be revisiting our Assessments to analyse service impact across other important areas, including faith, age, disability, sexual orientation, gender, travellers and gypsies, and learning disability**



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2005 Onwards

- **Continue to implement and monitor action plans from EIA 2002-2005**
 - Team Meetings
 - PDP Scheme - 1:1's, quarterly reviews etc
 - Report successes and improvements
- **Developing an Equalities Good Practice Library detailing practical examples of improvements being made to the way we work**
- **Programme and implement next 3 year cycle of service reviews 2005-2008**



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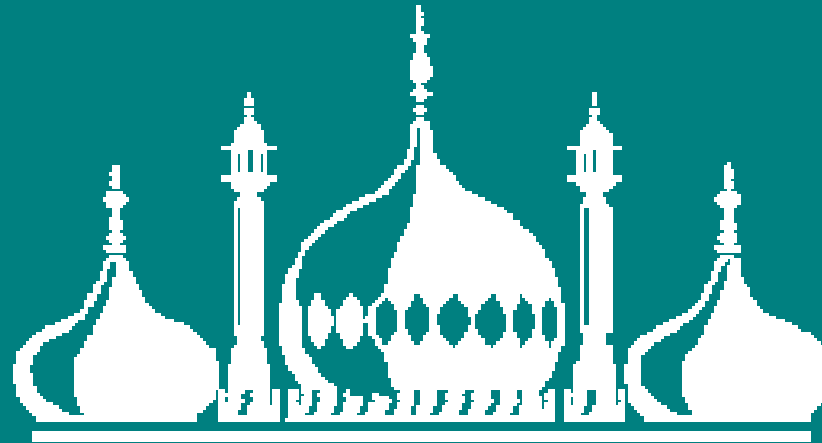
Housing & City Support Lead Officers

- **Departmental lead:** Jugal Sharma ☎ 293100
- **Housing Strategy lead:** Andy Staniford ☎ 293159
- **Customer Services lead:** Graham Bourne ☎ 291800
- **Adult Social Care lead:** Gemma Lockwood ☎ 295781
- **Housing Management lead:** John Austin-Locke ☎ 291008



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Thank You for Your Time



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